

FIG. 1 is a block diagram of a system for providing a service to a user.

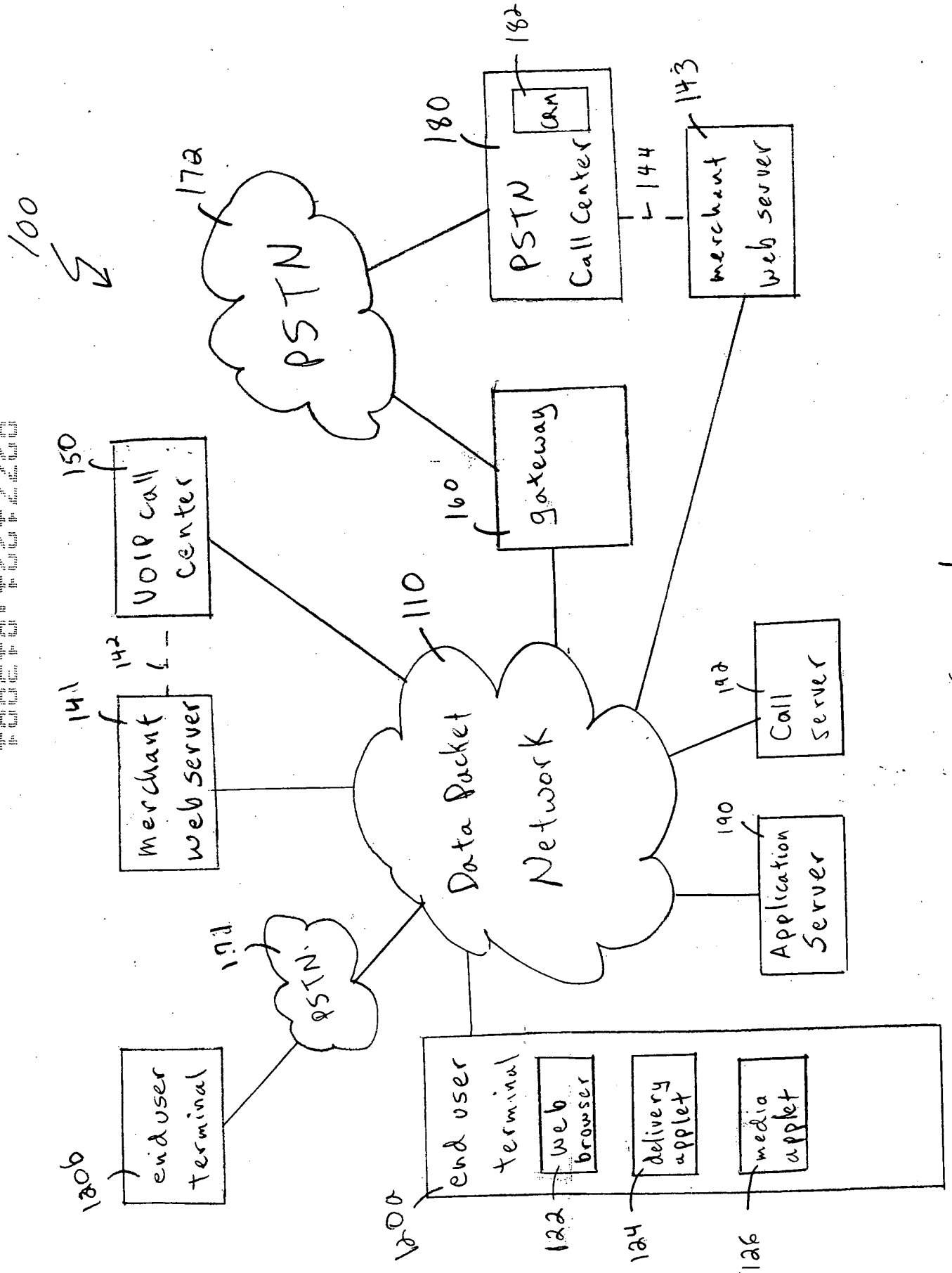


Figure 1

FIG. 2 is a block diagram of a system for providing a service to a user.

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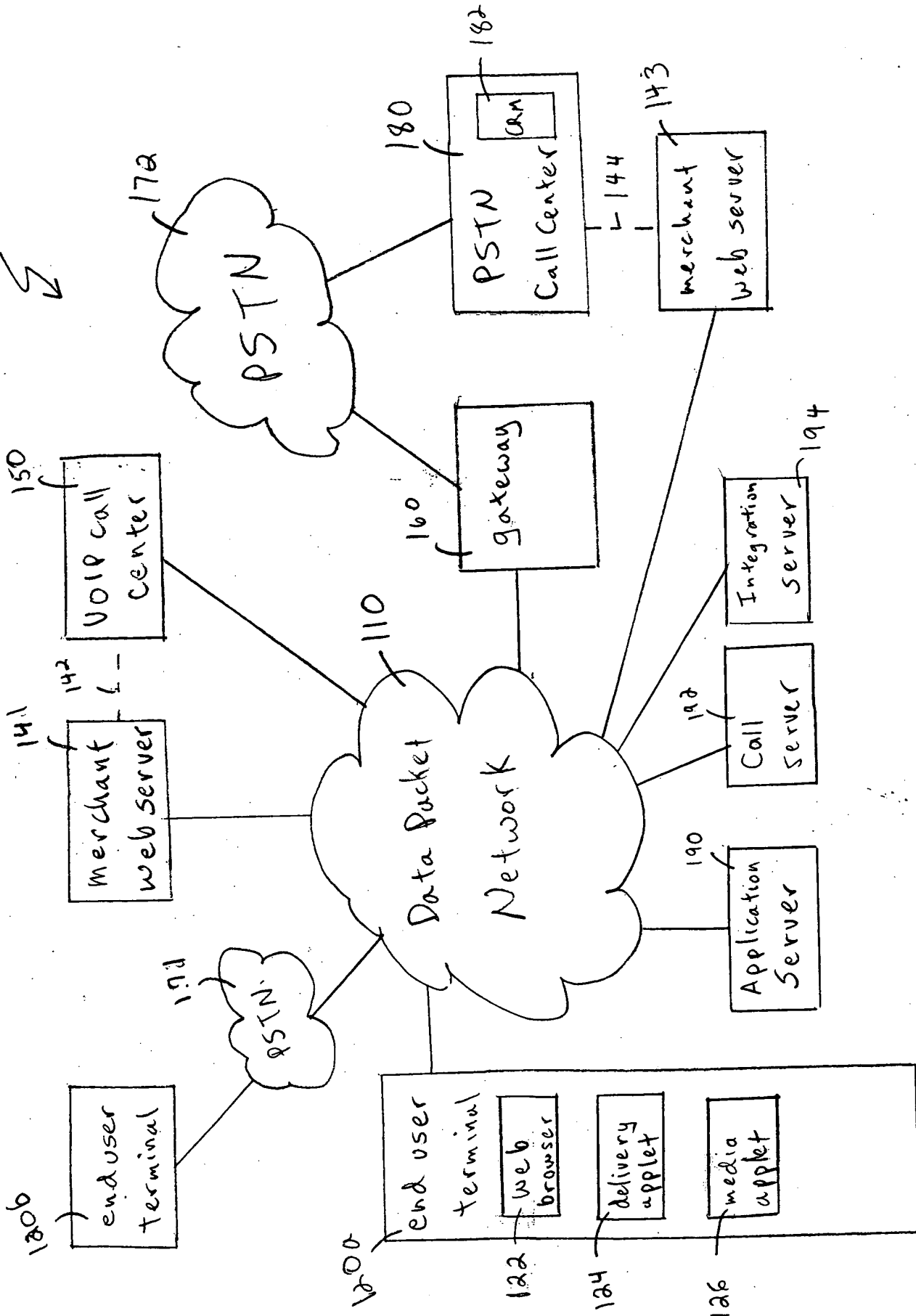


Figure 2

FIG. 3 is a block diagram of a system for providing a service to a user. The system includes a user terminal 1200, a data packet network 110, a gateway 160, a PSTN 170, a merchant web server 141, a VOIP call center 150, a PSTN call center 180, a merchant web server 143, a chat server 196, an integration server 194, a call server 192, an application server 190, and an end user terminal 1200. The user terminal 1200 is connected to the data packet network 110. The data packet network 110 is connected to the gateway 160. The gateway 160 is connected to the PSTN 170. The PSTN 170 is connected to the merchant web server 141 and the VOIP call center 150. The merchant web server 141 is connected to the data packet network 110. The VOIP call center 150 is connected to the data packet network 110. The PSTN call center 180 is connected to the PSTN 170. The merchant web server 143 is connected to the data packet network 110. The chat server 196 is connected to the data packet network 110. The integration server 194 is connected to the data packet network 110. The call server 192 is connected to the data packet network 110. The application server 190 is connected to the data packet network 110. The end user terminal 1200 is connected to the data packet network 110.

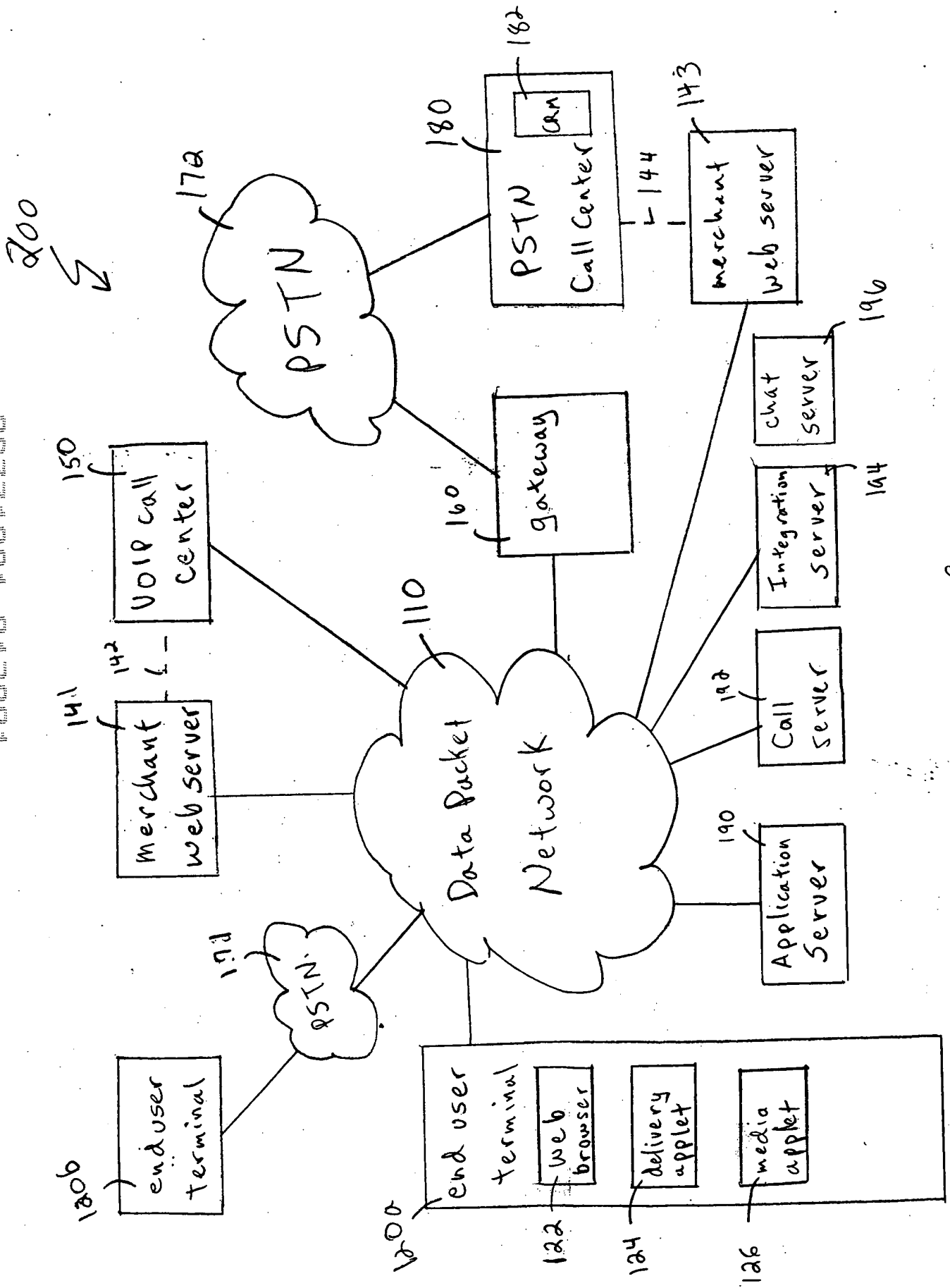


Figure 3

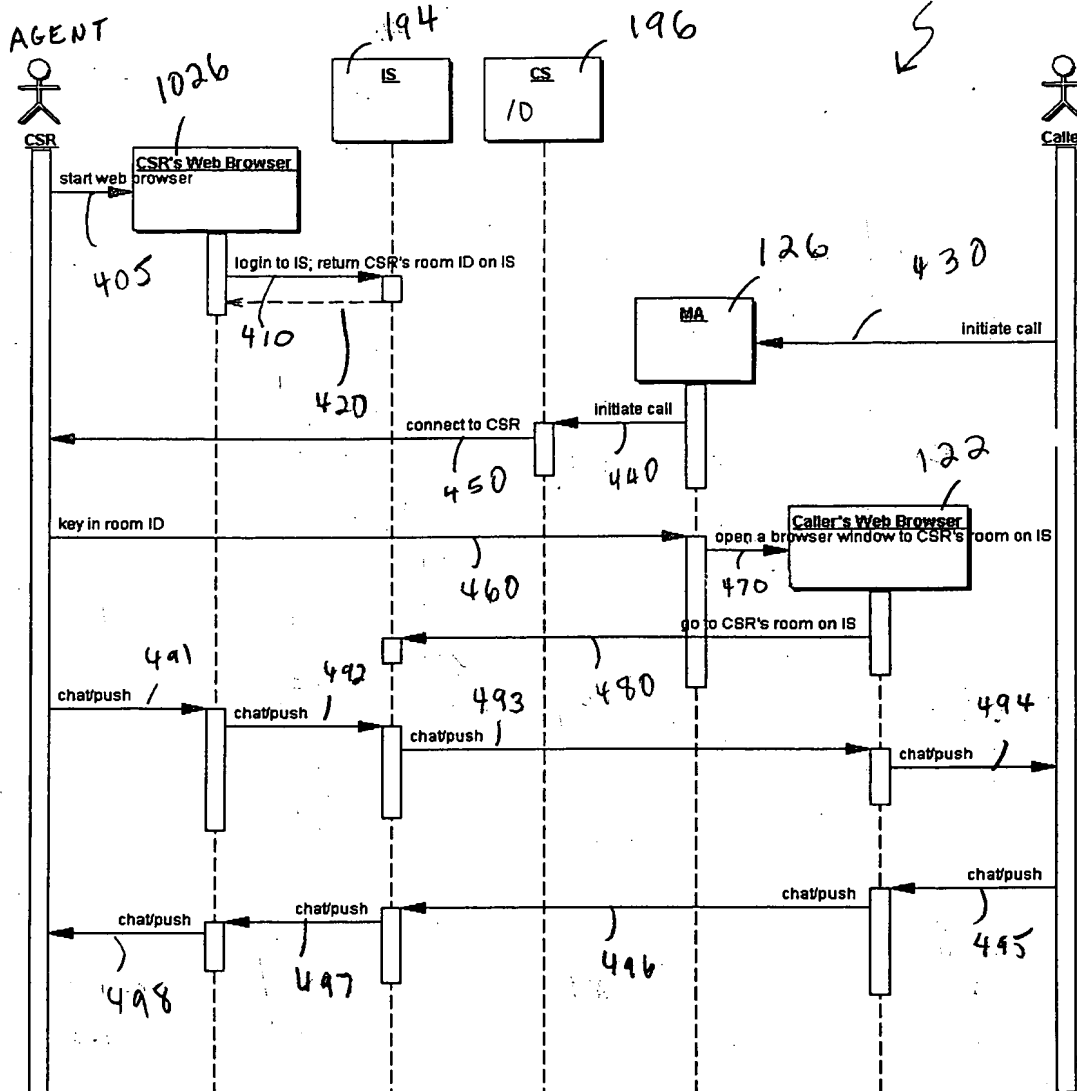


Figure 4